

Kenyon Medical Centres

Inspection report

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Date of inspection visit: 30 September 2022

Date of publication: 01/11/2022

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location

Good



Are services safe?

Good



Are services effective?

Good



Are services well-led?

Requires Improvement



Overall summary

We carried out an announced comprehensive inspection at Kenyon Medical Centres on 29 September 2022. Overall, the practice is rated good.

Safe - Good

Effective - Good

Well-led – Requires Improvement

Following our previous comprehensive inspection on 10 October 2017, the practice was rated good overall and for all key questions.

The full report for this inspection can be found by selecting the 'all reports' link for Kenyon Medical Centres on our website at www.cqc.org.uk

Why we carried out this inspection

We undertook this inspection as part of a random selection of services rated Good and Outstanding to test the reliability of our new monitoring approach.

How we carried out the inspection/review

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. Our inspection involved:

- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Site visits to the main practice at Chace Avenue, as well as the branch at Brandon Road Surgery.
- Conducting staff interviews using video conferencing as well as speaking with staff whilst on site.
- Requesting and reviewing evidence from the provider

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- The practice operated effective systems and processes to keep people safe and safeguarded from abuse.
- Feedback from patients was positive with regards to their care, treatment and timely access to the service.
- The practice was able to demonstrate that staff had the skills, knowledge and experience to carry out their roles. Staff spoke positively about working at the practice.

Overall summary

- There was compassionate, inclusive and effective leadership in place however some areas lacked effective clinical oversight and did not reflect good governance.

We found a breach of regulations. The provider **must**:

- Establish effective systems and processes to ensure good governance in accordance with the fundamental standards of care.

In addition, the provider should:

- Continue with efforts to engage relevant patient groups in childhood immunisation for measles, mumps and rubella and for cervical screening.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Hospitals and Interim Chief Inspector of Primary Medical Services

Our inspection team

Our inspection team was led by a CQC lead inspector, the team included a CQC GP specialist advisor. The CQC GP specialist advisor completed clinical searches and records reviews without visiting the location. A site visit was carried out by the lead inspector, this took place at the main practice at Chace Avenue and the Brandon Road branch.

Background to Kenyon Medical Centres

Kenyon Medical Centres provides primary care services across two practice sites (Chace Avenue and Brandon Road branch) based approximately two miles apart from one-another in the East of Coventry. Each surgery is situated in purpose-built premises, both of which have undergone alterations and extensions of the years.

Information published by UK Health Security Agency (UKHSA) shows that deprivation within the practice population group is in the fifth decile (five out of 10) with one being most deprived and 10 being least deprived. Approximately 13,685 patients are registered with the practice and the practice's patients are mostly within working-aged groups. The practice is situated within the Coventry and Warwickshire Integrated Care System (ICS).

The provider is registered with CQC to deliver the Regulated Activities; diagnostic and screening procedures, family planning, maternity and midwifery services, treatment of disease, disorder or injury and surgical procedures.

The clinical team includes a mix of male and female GPs, comprising of seven GP partners (four are fixed share partners) and a long-term locum GP. The practice is a training practice and three of the partners are training GPs. At the time of our inspection there were nine GP registrars at the practice (registrars are doctors who are training to become GPs).

The nursing team incorporates five nurses including a nurse practitioner and advanced clinical practitioner, as well as a healthcare assistant. In addition, patients have access to a number of ARR (advanced roles) at the practice, these are managed by the Primary Care Network (PCN). These include clinical pharmacists, first contact physiotherapists, podiatrists, dieticians, mental health support workers, a healthy lifestyle coach and a social prescriber.

There is a practice manager at the practice and the practice is supported by a team of staff who cover reception, secretarial and administration duties. All staff at the practice were able to work across both sites according to their contractual and agreed working arrangements.

The practice is open for appointments at various times Monday to Friday. Monday to Wednesday, the practice is open for appointments between 8am and 6.30pm. On Thursdays the practice is open for appointments from 8am to 5pm at Chace Avenue and 8am to 3pm at Brandon Road. On Thursdays when the practice sites closed earlier at 5pm and 3pm, the practice has a contract with West Midlands Out of Hours service to offer in-hours telephone and primary care cover. On Fridays, the practice is open earlier from 7.30am to 6.30pm at Chace Avenue and from 8am to 7pm at Brandon Road. In addition, patients can access appointments on some Saturdays through the practices extended access arrangements. When the practice is closed patients are directed to the GP out of hours service which is accessed through the West Midlands Out of Hours service.

Requirement notices

Action we have told the provider to take

The table below shows the legal requirements that were not being met. The provider must send CQC a report that says what action they are going to take to meet these requirements.

| Regulated activity | Regulation |
|--|--|
| Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury | <p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p>The registered person had systems or processes in place that were operating ineffectively, failing to enable the registered person to assess, monitor and improve the quality and safety of the services being provided. In particular:</p> <p>We noted some gaps in effective governance and oversight of clinical systems specific to managing a safety alert, with regards to capturing all diabetic patients on the system, and for clearly recording blood test results in patients taking certain medicines. These highlighted potential risks and there was no evidence to demonstrate that the practice had identified or made efforts to manage this prior to our inspection.</p> <p>This was in breach of Regulation 17(2) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</p> |